



ISLAMIC FAMILY  
& SOCIAL SERVICES  
ASSOCIATION

# A Fresh Start

## What We Heard

### *Workshop - Integrating Culture & Identity*

*Jan 14, 2021 5:30pm-7:30pm*

Thank you for participating in our third workshop for imagining IFSSA's future! We received a plethora of responses and feedback from you all and were stunned by the level of engagement and interest in this important project. Below is a review of *What We Heard*. For another look at the Miro Board click [here](#).

## Ideas from your visualization

### **Islamic traditions**

- It's really important for us to bring that feeling of home and tradition by asking people to remove their shoes, have opportunity to sit on the carpet/on the ground to enjoy tea and good Convo
- Organic materials, rugs, Islamic art (maybe Elladin can donate a large piece for the reception?)
- Muslim & Indigenous artists together!
- Comforting, relaxed feeling. love the carpets-an Islamic tradition! casual places to sit, low seating, two entrances -privacy. figure out work flow. overall community is proud of the space. people want to come to this space.
- The space should have areas to explore, be aesthetically pleasing, characterized by Islamic and local tradition and artistry. Should be a place to collaborate and create.
- Centre that is welcoming and open with reception area. Islamic architectural mural. sitting area with reading material. Prayer area is quiet. Central. Oud. Stainless steel railings. Garage door and heaters. Warm. Clean and organized. Semi-private spaces with full glass partitions. New furniture. Computers, common printer rooms. Coffee/chai station.

### **Local and indigenous connection**

- The space should have areas to explore, be aesthetically pleasing, characterized by Islamic and local tradition and artistry. Should be a place to collaborate and create. [copy]
- Local materials should be sourced for renovations. Up-cycled products should be used liberally in the space.
- Muslim & Indigenous artists together! [copy]
- Landscapes of Alberta: boreal forest, grasslands, mountains!
- LOCAL traditions/ Alberta materials.
- Legacy of pioneers/ elders
- Local artists like Abdulmajid do an amazing job of capturing our local landscapes, maybe we can showcase pieces like this: <https://www.instagram.com/majid.photos/>

**Age-friendly**

- Just making sure that if there's low seating that there's also good seating for seniors or people with limited mobility.
- Seniors. nice sitting area with fireplace. greenery. Sage Centre. Cafeteria with affordable food. Gathering. Game room. Classrooms. Teaching computers. Exercise rooms. Recreation. Kitchen to prep meals. Healthy. fresh produce. take home meals.
- 

**Warm and welcoming**

- Bright, roomy, cheerful, fragrance, calm serene, warm and welcoming, honest, sincere comfortable, connect with nature through plants, aquarium... soothing sounds, water, birds, through audio!
- Guest should feel welcome as soon as they enter IFSSA's doors. A warm and friendly greeting and conversation should determine the purpose of their visit while providing acceptance and validation. Guests should be assured that a staff member will see to their needs.
- I feel relaxed, supported & welcomed. I can share in confidence without being judged. I am at peace.
- Calm, warmth, and welcoming. familiar, identity, light, plants, colour, comfortable, sounds. children, laughing. creative. windows. cushions, chairs. familiar people. walls, bookshelves
- Relaxed, supported, not-judged, comfortable, at peace
- Anyone of any background can feel comfortable in the space
- Safe, bright, airy, warm, good smells, inclusive, accessible, lattice-work, calligraphic designs, child friendly. moving/adjustable walls. Productive, easy to maintain, organized, hygienic

**Warehouse**

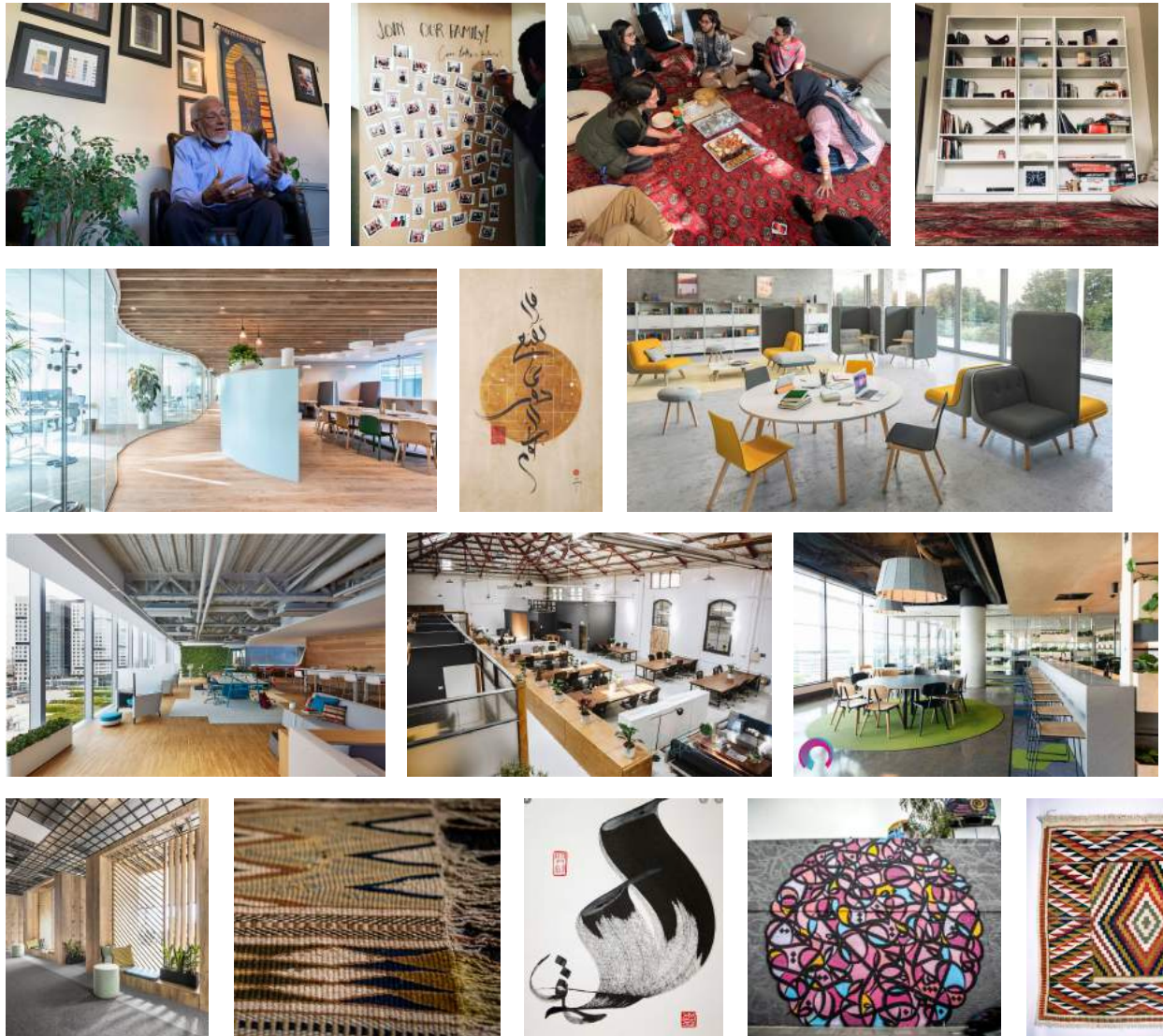
- If clients are the to pick up hampers, they should not have to enter a warehouse setting. The warehouse should be functional, based on good process workflow and smooth and easy distribution.
- People working/visiting the warehouse shouldn't feel lesser than
- Nice warehouse transformation

**Other ideas**

- A space that tells a story without saying a word – that story is about flourishing, it tells you you belong, that your whole-self is welcome. It smells wonderful and real. It evokes history, comfort, love. It is a place you want to linger and stay for a while. You see pictures & art that tell you a story – you do not see pamphlets! There are no screens on the wall. There are people collaborating & working together. When you see them you think you might want to have a coffee. The place makes prayer comfortable and beautiful. The place tells you details are important. The place is honest - this shows up in material honesty - there are not a lot of things pretending to be other things. Things are not just facades - no fake plants. The place is not sterile. The place is not somewhere you want to dash in and out of.
- Clients should be able to learn about community programs and be able to connect to Essential Care, Outreach or Counselling if required.
- What do we do well...creating long term relationships; creative energy; practical, well-thought out programming

- Smile at the door, parking lot and drive way, smell of grass, sacredness of space, transforming, lights, majestic design
- IFSSA and green room members contributing their creative ability to the space
- A hub space
- After Covid, we will again be able to share and enjoy food together. Sharing of food always creates friendship. Food opens doors and makes people welcomed.
- Green room- the target of what we want for user experience. Not clinical/ transactional.
- Emotional consistency
- Biophilia
- Showcase awards, recognition, designations
- Names, pictures of staff and board

## Images from your visualization



## Ideas from the chat

- A good understanding of what programs are offered and why this space is important to you
- It is beautiful how you have created a second home for people vs an office
- Knowledge tree: It's filled with books from local authors, and topics that reflect the Muslim-Canadian identity as well as some artwork from past Green Room leadership team members
- Love the knowledge tree!
- I would love for us to have a space where we can show off some of the awards and recognitions that the IFSSA family has earned
- Meal prep area that clients can utilize to prepare healthy meals with fresh veggies, etc. for a week
- It would be amazing to have colour and warmth in the warehouse space as well
- Sitting area for seniors seating around a fireplace
- Cafeteria for seniors with affordable food served
- What we often hear about The Green Room is that it reminds people of their grandmother's home; that it brings up memories of warmth and safety and peace
- In the last year or so IFSSA has grown so much. Progress is apparent, coming into the modern era, doing things in an adaptive and contemporary manner
- Hub: a therapeutic space for community, creativity, and service

## Lessons learned

### **What are we doing well**

- Allowing for candid discussions
- Ideation! Inspiration!
- Creativity and ingenuity in our thinking for the future.
- Community feedback. Creativity. Client focused intake. Welcoming space. Collaboration. Amalgamation of traditions.

### **What can we improve?**

- Imagine new flows?
- Ensuring staff are greeting/welcoming guests with conversation/validation of issues. Seeing clients on site, not making them call or setting appointments for later...
- Involving the indigenous community in our imaging/brainstorming



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space

Reception

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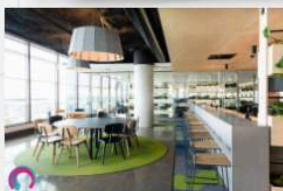
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